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COVID-19 Emergency Person Centered Plan (PCP) Changes Section 21 and Section 29 **Updated 5/15/2020**

On January 31, 2020, Health and Human Services Secretary Alex M. Azar II declared a public health emergency (PHE) for the United States due to COVID 19. On March 11, 2020 World Health Organization (WHO) publicly characterized COVID-19 as a pandemic. These procedures are to guide Person Centered Planning (PCP) for individuals receiving Section 21 or Section 29 HCBS services until the COVID 19 emergency resolves.

With the member/guardian, the case manager shall:

1. Assess the member's current needs,
2. Identify any barriers to meeting needs,
3. Formulate a plan to assure the member's health and safety.

If there will be a change in how current services are delivered, new services will be added, or new locations for existing services, this may be noted by the case manager changing (also known as "re-versioning") the current PCP in the Enterprise Information System (EIS).

1. Open the current Person-Centered Plan (PCP) in EIS, and re-version plan.

PCP start date is the
date you are re-
versioning the PCP

A screenshot of a software form titled "DS PCP FORMS (Version 1)". The form has fields for "Type:", "Start Date:", and "Performed By:". The "Start Date:" field is highlighted with a red circle and contains the date "06/05/2023". The "Performed By:" field contains the name "BONNIE McLAUGHLIN".

NOTE: If you have already re-versioned for an annual plan, the case manager will have to "COPY" the **current** plan and indicate in the description box that it is a "COPIED" plan.

Description: COPIED PLAN Update (date) COVID 19 Emergency PCP changes. See updates in the Personal Plan narrative and (if applicable) Service Planning Narrative

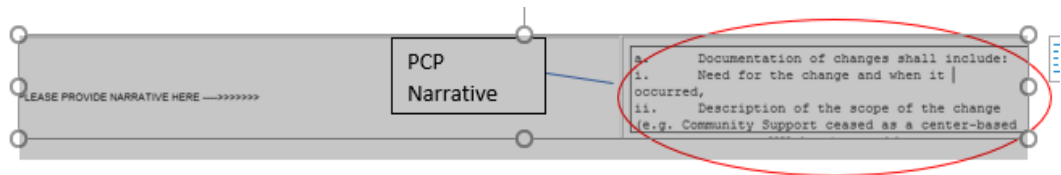
2. Write in the PCP Description Box: "Update (date) COVID 19 Emergency PCP Changes. See updates in the Personal Plan Narrative and (if applicable) Service Planning Narrative."

Description: Update (date) COVID 19 Emergency PCP changes. See updates in the Personal Plan narrative and (if applicable) Service Planning Narrative

3. Describe any changes to services related to the COVID 19 emergency in the PCP.
 - a. Each service provider may update their PCP Service Description/ Planning

Narrative in EIS prior to the change/s, if resources permit.

- b. If a service provider is unable to update their PCP Service Description/ Planning Narrative in EIS prior to the change/s due to COVID 19 resource limitations, the case manager may capture the changes in the Personal Plan Narrative.
 - If the Personal Plan Narrative does not have available character space, instead attach a General Note (identify corresponding note assessment number) to document service changes.
- c. Documentation of changes shall include:
 - i. Need for the change and when it occurred,
 - ii. Description of the scope of the change (e.g. Community Support ceased as a center-based program. Member elected to temporarily not receive this service/ Provider will deliver via telehealth)
 - If a new service is added, describe what the provider will do to, with, and for the member,
 - Identify any change in service location,
 - iii. Temporary address where the person will be re-locating (if applicable)
 - please ADD this address as a “Temporary” address in EIS, and
 - iv. Criteria for adjustment back to authorized services/locations (e.g. “when the COVID-19 emergency ends”).



4. If case management services are impacted (beyond the use of telehealth), describe in the Case Management Service Description/ Planning Narrative.

May 15, 2020 Update:

5. Document member/guardian consent to the temporary changes identified as they relate to health and safety due to COVID 19. Per the Office of MaineCare Services, “wet” signatures are not required during the COVID-19 emergency (see [guidance dated 5/6/2020](#)):
 - a. Providers may accept email/text notification from the member/guardian as proof of approval of the plan. The email/text providing consent must be kept in the member’s record.
 - b. Member/guardian verbal approval of PCPs is acceptable during the emergency period, if approval by provider email or text is not an option. Documentation of the member/guardian verbal approval must be maintained in the member’s record.

May 15, 2020 Update:

6. Document provider consent to the temporary changes identified as they relate to health and safety due to COVID 19. Per the Office of MaineCare Services, “wet” signatures are not required during the COVID-19 emergency (see [guidance dated 5/6/2020](#)):

- a. Email/text notification may serve as proof of approval of the service plan. The email/text documenting provider consent must be kept in the member's record.
- b. Provider verbal approval of PCPs is acceptable during the emergency period, if approval by provider email or text is not an option. Documentation of the provider's verbal approval must be maintained in the member's record.

May 15, 2020 Update:

7. Submit request to Resource Coordinator- send a completed Authorization Request Form (Case Manager and Supervisor signatures are not required).
 - c. Given that rapid response may have been necessary to ensure each member's health and welfare, Authorization Requests for changes permissible under the Emergency Preparedness and Response Appendix K may be approved with a retroactive approval date as early as 3/1/2020 for service needs identified to mitigate harm or risk directly related to COVID-19 impacts.

New! Added May 15, 2020:

8. **If the PCP identifies service changes/flexibilities permissible under the Emergency Preparedness and Response Appendix K, the service provider/s must conduct Service Planning and update the PCP Service Description/ Planning Narrative in EIS. *The start date of services can be no more than sixty (60) days from the date the plan was updated (re-versioned):***
 - a. Re-version the current PCP to permit the service provider/s to update the PCP Service Description/ Planning Narrative in EIS.
 - Example: If the PCP re-version date is May 15, 2020 then the service start date cannot be before March 16, 2020.
 - b. Write in the PCP Description Box: "Appendix K Update (enter type of service and start date) COVID 19 Emergency PCP Changes. See updates in the Personal Plan Narrative and Service Planning Narrative."

Description:	Appendix K Update (Home Support start date 3/20/2020) COVID 19 Emergency PCP Changes. See updates in the Personal Plan Narrative and Service Planning Narrative.
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- c. Notify the service provider/s the updated PCP in EIS is available to document service changes permissible under the Emergency Preparedness and Response Appendix K.